Naval Dental Center Mid-Atlantic

Presented:

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by

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Commanding Officer

Agenda:

- What’s going well?

- What’s not going well?

- What are we doing to improve?

- Special interest topics

- BBPs/Innovations/Initiatives

What's going well?

- All deploying activities >= 95% ODR
- CLF Retention Honor Roll
- Navy & Marine Corps Health Promotion
- Integration
  - IT with NMCP
  - NDC providing routine dental care at NMCP
  - BDC SUPSHIP staffed by USS Reagan
- Optimized Clinical Practices
- Production
  - Actual FY2002 was 2% less than FY2001
  - 7% fewer Providers in FY2002 than FY2001
  - Adjusted FY2002 was 12.5% > FY2001

What's not going well?

- ODR & DHI decreased in 1st Quarter FY2003
  - ODR down 2.7% to 92.3%
  - DHI down .9% to 38.6%
  - Possible causative factors:
    - Deploying Units "bump" Non-deploying Units
    - Decreased patient availability
    - Increased access time
      - Seasonal
      - 10 - 15% fewer providers
- 12% Dental Corps billets gapped
- Unfilled contracts = 21% RDH, 40% Lab Techs

What are we doing to improve?

- More CLF & CNRMA involvement
  - FY2003 Dental Goals
    - ODR 95%
    - DHI 50%
  - Unit COs tasked
    - Work with Dental to plan and complete
    - Eliminate/decrease failures
- Hire Temp-GS DDS
- Increased MEDLOGCOM participation
- Maximize number of Optimized Practices

Special Interest Topics

- Patient Safety
  - NMCP Refractory Surgery Model
  - Exit surveys to monitor new procedures
- Homeland Defense - Surveillance
  - Video
  - Finger Print Check (Begins April 1)
- Retention
  - Mentor invited to mid-term counseling
  - Offer Spouse mentoring
  - Increase Camaraderie
    - Regional All-Officer Social Club
    - NDC + NMCP Dental + Fleet Dental + HSO Dental

3BPs/Innovations/Initiatives

- Dental Reminders => Standard of Operation
  - Now: Guard mail (3.5 cents) or Email (Free)
  - Coming soon! Email reminder with hyperlinked TOL appts
    - High volume low complexity appointments
    - Annual Exams and Semi-annual Cleanings
- Adopting “Going the Extra Smile” marketing slant
  - Will offer an affordable Dental Bleaching Program
  - Optimize Orthodontic Practice
- Matrix scheduling contract initiative => 1 June
  - Greater flexibility
  - More stability

BBPs/Innovations/Initiatives

Last

- Integrate HIPPA with NMCP
- Integrate Mobile Dental Units with NMCP
  - Now: Peacetime Immunization Program
  - Future: Disaster Response
    - Immunization
    - Pharmacy
    - Casualty Care
- Dental State & Local Disaster Response
  - Equipment Interoperability
    - Mobile Dental Units
    - Portable Dental Units